



10008151-1

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Kristen L. Bhatti et al.

Serial No.: 09/873,741

Conf. No.: 4871

Filed: 06/04/2001

For: METHOD AND SYSTEM FOR
PROVIDING TECHNICAL SUPPORT
DOCUMENTS VIA THE INTERNET

Art Unit: 2144

Examiner: Nguyen, Thanh T.

) I hereby certify that this paper is being deposited with
) the United States Postal Service as FIRST-CLASS mail
) in an envelope addressed to: Mail Stop Amendment,
) Commissioner for Patents, P.O. Box 1450, Alexandria,
) VA 22313-1450, on this date.

) May 4, 2005

) Date

) F-CLASS.WCM

) Appr. February 20, 1998

[Signature]
Registration No. 26,174
Attorney for Applicant(s)

AMENDMENT A

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the office action dated December 10, 2004, please amend the application as follows.